

FRONTEND NEWSLETTER

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ELMS EMPLOYEE PERFORMANCE NEWS

Cashiers that meet the ELMS Goal of 95% or better for week ending July 18, 2009 and are instrumental in helping us reach our WIG goal:

<u>NAME</u>	<u>SCORE</u>
Cody Thornburgh	113.3%
Jared Roberts	110.3%
Heather Hogan	105.9%
Sandi Shaw	103.3%
Lora Huffman	102.2%
Karen Tenney	100.1%
Chris Braden	97.7%
Brandi Lawhorn	96.0%



"In order to succeed you must fail, so that you know what not to do the next time."

Anthony J. D'Angelo

E.L.M.S. GOAL:

95.0%

9 People Made Goal!

THOSE WHO MADE GREAT IMPROVEMENT IN THEIR ELMS SCORE

<u>NAME</u>	<u>IMPROVEMENT</u>
BOB ROLLINS	18.67%
DANIEL SMALL	13.23%



STORE SCORE WEEK ENDING JULY 18, 2009:

88.6%



THIS WEEK SCORE WAS A DECREASE VS *LAST WEEK SCORE*. WE WENT FROM 88.8% TO 88.6% THIS WAS A DECREASE OF 0.23%. WE NEED TO CONTINUE TO IMPROVE ON A DAILY BASIS TO ACHIEVE THE ELMS AND WIG GOAL OF 95% EFFECTIVE!

6.4 MILES TO ATLANTA



Will we ever make it to 95? It's just a little further down the road!

REMEMBER, ASK FOR ME, BOB!



PLU SALE ITEMS FOR THIS WEEK:

LEARN HIGH USAGE PLU CODES:



Mangoes

4959

Jumbo Garlic Gloves

4608

Gold Pineapple

4430

Sprite Melon

3289

Lean Accounting Tips

Pickups and Loans:

- All Cashiers and Customer Service Associates will not "BUY" change now. Lean Accounting will track everything by denomination. So if you need money for your till, it will have to be loaned. Ask your Floor Supervisor or Customer Service Associate for the loan you need.

Coupons:

- Coupons are now to be processed by Terminal and not Cashier. All coupons should be placed in the coupons box or a bag at the terminal. Once the terminal is closed for the day the coupons should be collected and placed in accounting.

Tills:

- If there is a discrepancy with a check/misc. tender (tendered incorrectly, franked incorrectly, incorrect amount entered) you need to notify a Supervisor immediately so an adjustment can be made. If we correct errors before they get to accounting it will make accounting much easier.
- **DO NOT** open any rolls of coins unless you need that penny, nickel, dime, or quarter. Opening excess coins will cause the till to be short on Lean Accounting.

Accounting:

- The time the Accounting Clerk has to do Lean Accounting is limited, so in an effort to reduce interruptions we ask that you **DO NOT KNOCK** on the accounting room door. If you have any needs or concerns please see the Customer Service Clerk for assistance.

JULY BIRTHDAYS & ANNIVERSARIES

Birthdays

Sandi Shaw

Alice Pinckard

Dennis Harbin

Gerry Anders

Heather Hogan

Cody Thornburgh



Date

July 4

July 17

July 18

July 20

July 23

July 30

Anniversaries

Megan Metcalf

Date

July 1, 2008

Years

1

New Web Address:



<http://your525newsletter.yolasite.com>

Don't forget to visit Your525Newsletter online at <http://your525newsletter.yolasite.com> Your 525 Newsletter Online now has a new address and new look too!! Come by and check it out and be sure to drop me a line and share your comments and suggestions with me about how to improve the site or what you would like to see. I would love to hear from you!



BEING RING TENDER EFFECTIVE IS PART OF KROGER'S CUSTOMER 1ST STRATEGY OF PROVIDING WORLD CLASS SERVICE!

Attention All SCO Clerks

BE ON THE LOOKOUT!! We have some individuals trying the age old scam of scanning the individual can UPC in the 12 pack beer instead of the 12 pack UPC. This causes the beer to ring up as a 6 pack rather than a 12 pack. The weight violations will catch this at U-scan if you have a good SCO attendant. This means you!

Now they are scanning the individual can and pressing SKIP BAGGING. This allows them to put the product directly back in their cart. They are getting the 12 pack at a 6 pack price, and no possibility of a weight violation. If you are not investigating the skip bagging alert on your iPad then you are not going to catch this. So please make sure that you investigate all SKIP BAGGING alerts!

SCO Utilization Goals

Congratulations to **ALL** of our SCO Attendants! They are doing an excellent job in exhibiting the **L.E.A.D.** skills necessary to provide the "World Class Service" to meet or exceed the Utilization Goals for SCO! Check out these AWESOME numbers for the last 3 weeks!



Week	Goal	Score
July 11	34.99%	35.80%
July 18	34.99%	36.98%
July 25	35.26%	36.06%



Fun & Games
Sports & TV Trivia



- In football, what was the nickname of Detroit Lion Dick Lane?
A) Fast Lane B) Night Train C) Motor City
- Complete the show title "Late Night with Conan _____"
A) O'Neal B) Connors C) O'Brien

Answers on the next page. Good Luck!



ENGAGEMENT TIPS

1. If a customer is buying spaghetti sauce and noodles, ask them if they've tried our wonderful garlic bread in our deli.
2. About the Weather?
 - a. The weather sure has changed.
 - b. We sure need this rain.
 - c. WOW...What a beautiful day outside!



The Importance Of Courtesy Clerks!

Our Courtesy Clerks play a key role in the Customer's Front End Experience. In addition to providing our Customers with a Shopping Experience that makes them want to return, they are also responsible for the following KEY essential functions.

- **Customer Service**-Courtesy Clerks greet and engage our customers and respond to their questions and requests in a courteous and helpful way.
- **Bagging**-Courtesy Clerks bag quickly while assuring that the paper, plastic or recyclable bag is not overloaded and that the contents will not be damaged. The Courtesy Clerk assists the Checker in removing merchandise from the Bottom of Bascart.
- **Bringing Carts In From The Parking Lot**-Courtesy Clerks are responsible for keeping the parking lot clear of bascarts to ensure the safety of the parking lot for Customers and Employees alike.
- **Cleaning**-Courtesy Clerks clean the floors, counters, restrooms and parking lot. In the process of cleaning they use various types of cleaning equipment safely such as mops, mop buckets, brooms and cleaning chemicals.

So THANK YOU to ALL OUR COURTESY CLERKS for playing a VERY IMPORTANT ROLE in the Customer First Strategy!

This week's Sports & TV Trivia answers:

1. **B-Night Train** 
2. **C-O'Brien** 



WIG GOALS



Remember ENGAGEMENT Starts With YOU!!


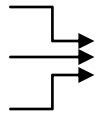

We have reclaimed the NUMBER 1 store in Zone D!!! Right now we barely have the lead. Store 599 is breathing down our necks with a 90.7%. Starting on Sept. 13, KPF (MasterCard) will be part of our WIG Goals. If KPF were part of WIG scores now, we would be in 2nd place with 84.6% and Store 599 would be in 1st place, with an 86.6%. The goal for KPF is 80% and we are at 63.2%! So here is our Wildly Important Goals and our year to date scores:



**“STAR PERFORMER”
FOR JULY**

The July Award has 3 weeks in the books with 2 weeks still to go, but as of right now here are the top 5 contenders. Who will it be? You Guys Are Awesome!

1. Cody Thornburgh 111.5%
2. Sandi Shaw 104.4%
3. Amanda Cales 103.9%
4. David Lemelin 100.8%
5. Lora Huffman 100.4%

❖ Engaging		88.0%	 91.3% WIG Average
❖ Front-End Supervisor		100%	
❖ Total Queuing		86.6%	
❖ Express Lane Open		100%	
❖ Ring Tender Percent Effective		89.6%	

